

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 11-02-06

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
4	3	1	Fail	4

Step No:1

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident record. The top navigation bar includes the Oracle logo, 'Service Cloud' text, and a search bar. Below the navigation bar, there are tabs for 'Incidents' and '200730-000070'. The main content area shows a form for an incident with the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200730-000070
- Status: Open
- Assigned: Agent Access > Minhaj Ameen
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: California Federation
- Product: [No Value]
- Category: [No Value]

The interface also includes a sidebar with a menu for 'Incident', 'Contact', 'Organization', and 'Task'.

Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is on the right. Below the header, a breadcrumb trail shows the path: 200810-000000 > Incidents > 200730-000070 > 200810-000001. The main content area features a tabbed interface with 'Summary' selected. The 'Summary' tab shows a form with the following fields: 'Subject' (empty), 'Reference #' (200810-000001), 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Contact' ([No Value]), 'Organization Name' (empty), 'Product' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'.

Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 doesn't exist

Status: Fail

ORACLE Service Cloud

Reference #

200810-000000 Incidents 200730-000070 200810-000001

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject *

Reference # 200810-000001

Status * Open

Assigned Agent Access > Sys Agent

Disposition [No Value]

Contact * [No Value]

Organization Name

Product [No Value]

Category [No Value]

